



Position Description

Job title: Support Worker
Reporting to: Operations Coordinator
Location: Australian Disabilities Enterprises (ADE) Ballarat

Purpose of the position

Under the direction of the Operations Coordinator – McCallum Industries to be responsible for undertaking most functions of the factory business unit, including supervising and developing supported employees (SE's), arranging daily work tasks and providing skills training for supported employees. The Support Worker will work to a high standard to ensure that McCallum ADE remains viable and maintains its reputation as a provider of quality services.

Accountabilities & duties

Accountability 1 – Supervise and support employees with a disability. Provide work and other skills training for employees with a disability.

Tasks and duties:

- *This is to be undertaken in line with the Person Centred Plans and related action plans.*
- *Assist in the Wage Assessment process*
- *Provide suitable direction to the Supported Employee's to ensure employees are operating in a safe and timely manner, whilst undertaking the production and factory activities allocated*

Accountability 2 – Perform all production, sale and warehouse related activities required for the business unit in an efficient manner, while adhering to safe operating procedures

Tasks and duties:

- *provide customer service as required to a high standard*
- *maintain any financial or stock record*
- *operation of relevant machinery as per Standard Operating Procedure including; forklift, pallet jacks etc*
- *supervise supported employees in the operation of machinery*
- *collection and delivery of all business unit related goods as required*

Accountability 3 – Demonstrate a commitment to high quality services for people with disabilities.

Tasks and duties:

- *Identify the person's family/carers/support network and communication preferences.*
- *Follow up on any queries, concerns and complaints of people supported and their families/carers promptly*
- *Develop and maintain communication pathways with management and other McCallum programs regarding the people supported' progress, services, supports and provide other service-related information*

- *Be aware of the current and emerging needs of people supported and the needs of their family/carers.*

Accountability 4 – Assist in the maintenance of all business records, prepare Incident Reports and update SE files as required.

Tasks and duties:

- *Complete all required tasks in an effective and timely manner.*
- *Maintain documentation required legislatively and organisationally including timesheets and all relevant plans, accurately and as per set deadlines.*
- *Produce written/electronic documentation to a high standard.*

Accountability 5 – Assist with the implementation of Individual Plans.

Tasks and duties:

- *As directed by the Operations Coordinator/Planning and Support Coordinator, apply all goals and development needs and support as outlined in a person's individual plan.*
- *Ensure that the Individual Plans are reviewed, followed and are kept up to date.*

Accountability 6 – Demonstrate an understanding of all McCallum's Policies and Procedures and comply with them at all times

Tasks and duties:

- *undertake a complete understanding of the all the relevant McCallum Policies and procedures under all areas; Quality, OH&S, General Client, Human Resources and any other relevant legislation. Undertake and participate in all staff meetings and briefings.*

Performance goals and outcomes

- Support the development of skills as per the Supported Employee through the delivery of goals through Person Centred Planning
- Maintain strong positive relationships with co-workers, supervisors and other McCallum employee's

Academic & trades qualifications

Essential qualifications

- A full current Drivers Licence

Desirable qualifications

- Certificate IV in Disability or similar discipline
- Certificate IV in Training and Workplace Assessment
- Forklift licence

Work experience & skills

Essential experience

- Previous experience in working with people with a disability

Desirable experience

- Experience in training, supervising and developing Supported Employees

Personal qualities & behavioural traits (Key Selection Criteria)

Essential qualities or behaviours

- Excellent time management skills
- Demonstrated high level interpersonal and communication skills

- Demonstrated ability to work successfully as part of a team
- Highly developed problem solving skills
- Sound understanding of the Disability Sector.
- Sound computer skills with an intermediate knowledge of Microsoft Office

Relationships

Details of relationships relevant to this role

- This position will work under the supervision and guidance of the Operations Coordinator
- This position will work well and maintain strong working relationships with all staff at McCallum
- This position will develop and maintain strong working relationships with Supported Employees, their families/care givers and all other external parties that have a role in the support of the Supported Employees.
- MCC would provide a consultancy type role via an Advisory Group that would support the Transition to Retirement Program. The Advisory Group members are; Planning and Support Coordinator, Support Facilitator MI, Manager ADE, Senior MCC Coordinator or a nominated Unit Coordinator.

Employee signature:

Manager's signature:

Performance review period:

Next review date: